

Clerical and Office Branch
Cultural Group
Recreational Series

PARK USER REPRESENTATIVE

08/00 (LBT)

Summary

Under general supervision, perform paraprofessional administrative functions in support of operations of leased City Parks facilities.

Typical Duties

Coordinate special park events. Involves: meeting with special park users to ascertain their needs; advising users of park usage rules and regulations and special permit requirements; preparing recommendations for security, insurance and deposits; ensuring that park use contracts are placed on City Council agenda; acting as liaison between contracting party and the department to coordinate events; answering questions from general public on park policies and procedures; researching and responding to routine complaints or referring more complex problems to supervisor for action; recommending methods for eliminating errors; ensuring that assigned contract obligations are fulfilled; approving set-up instructions and diagrams; inspecting areas for operational readiness, cleanliness, safety, and security and ensuring corrective actions are taken; monitoring and resolving problems with facilities preparation and events in progress; maintaining files for events; inspecting park for damage after event to determine deposit refunds; distributing and collecting event feedback forms; evaluating level of satisfaction and correcting deficiencies; recommending staff scheduling for events; providing first line response to office equipment malfunctions; coordinating maintenance and repair of equipment.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher graded non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees on proper use of equipment and software programs; conducting peer training; engaging in assignments pertaining to functions of other positions for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports; writing memoranda for department personnel as instructed; keeping tools, equipment and work area orderly, safe, and clean.

Minimum Qualifications

Training and Experience: Associates degree from an accredited college or university in Business or Public Administration, Pre-Law or related field, and four (4) years increasingly responsible administrative support experience, including one (1) year of public contact; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of: recreational and athletic event structures and regulations pertaining to event operations, safety factors, facilities and equipment; park rental policies and procedures; business English, grammar and arithmetic; office methods and procedures; automated data entry and retrieval systems.

Ability to: solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; read and understand contracts; enforce contract agreements with firmness, tact and impartiality; interpret a variety of instructions furnished in written, oral, diagram or schedule form; read and interpret ordinances and regulations, applications, procedure manuals or similar documents; write routine reports and correspondence; calculate figures and amounts such as complex discounts; express oneself clearly and concisely both orally to explain findings and actions, and in writing of complex reports; establish and maintain effective working relationships with fellow employees, and the general public, including those who may be hostile, by exercising tact and discretion, and responding promptly when engaged in business dealings where differences of opinion exist.

Skill in safe operation and care of: personal computer or network workstation, including keyboards, and advanced applications of generic business productivity, such as spreadsheet and word processing, or specialized customer accounting software; common office equipment.

Physical Requirements: Occasional: exposure to outdoor environment to monitor activities; lifting carrying, pushing or pulling moderately heavy objects, up to fifty (50) pounds, to set up event equipment or materials; climbing on platforms and event facilities; bending, stooping or crawling; driving through city traffic.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.

Special Requirements: Subject to call back in unusual or unforeseen situations, and working flexible hours, weekends, holidays and extended hours as required.

Director of Personnel

Department Head

OFFICIAL